

***Serbia Railway Sector Modernization Project***

**CONTACT US**

If you have any questions, comments or grievances in relation to the “Serbia Railway Sector Modernization” Project, please submit them to the **Social and Citizen Engagement Expert, Ivan Radovanović**, in any one of the following ways:

**BY E-MAIL:**

[zalbe.srsm@mgsi.gov.rs](mailto:zalbe.srsm@mgsi.gov.rs)

**BY POST:**

PIU of the Ministry of Construction, Transport and Infrastructure

Serbia Railway Sector Modernization Project

Attn: Central Grievance Manager: Ivan Radovanović, Social and Citizen Engagement Expert

Uzun Mirkova 3

11000 Belgrade, Serbia

**BY PHONE:**

+381 63 8412 618

(During workdays from 10h to 13h)

You may fill in the contact form provided at the end of this announcement and send it to us or use it for guidance as you prepare your question, comment or grievance.

We will provide you with confirmation that we received your question, comment or grievance **within 7 working days**. Following that, we will provide you with a response to your question, comment or grievance **within 30 days** from the day that we received it.

Please note that we can only respond to questions or comments related directly to this Project and not to the general work of the Ministry of Construction, Transport and Infrastructure.

For more details, please read the Serbia Railway Sector Modernization Project Grievance Mechanism available at:

https://www.mgsi.gov.rs/en/dokumenti-list/89/174

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**CONTACT FORM**

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| **Reference No.** (*leave empty, will be filled in by the responsible person*)**:** |
| **Section 1 Contact Information (optional):**  *Note: you can remain anonymous if you prefer. In case of anonymous submissions, a response will be posted on the Project website*  ❏ I wish to raise my grievance anonymously |
| *Note: Your name and contact information will not be published or made publicly available. The data will be used exclusively for possible further communication with you regarding the submitted question, comment or grievance. Information on gender serves exclusively for statistical purposes, processing and analytical display; by declaring it, you are giving your consent for statistical data processing.*  First name:  Last name:  Gender of complainant (optional): ❏ Male ❏ Female  **Contact information:**  Address:  E-mail:  Telephone:  Please mark how you wish to be contacted: ❏ By Post ❏ By Telephone ❏ By e-mail  ❏ I will follow up on the response posted on the website as I want to remain anonymous  Preferred Language for communication: ❏ Serbian ❏ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (*indicate)* |
| **Section 2 Question, Comment or Grievance (mandatory):**  *Note: In case your question, comment or grievance is connected to a specific event or incident, please briefly describe: What happened? Where did it happen? Who did it happen to? What is the result of the event / incident? When did the event or incident occur (date). Did it happen more than once (in what period)? Is it still happening?*  **What would you like to see happen to resolve the problem?** |